

Garbacik routinely shares with his flock information about Polish worship services rooted in his ancestral homeland.

A humble man who enjoys the love and devotion of his parishioners, Father Garbacik demonstrates through his own life the true meaning of Christian love which leaves those whose lives he touches inspired and comforted.

Madam Speaker, please join me in congratulating Father Louis Garbacik and the Greater Hazleton Area Polonaise Society which has recognized the value of Father Garbacik's ministry.

#### SUPPORTING THE CARIBBEAN AS ITS WORKFORCE BOOMS

#### HON. CHARLES B. RANGEL

OF NEW YORK

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mr. RANGEL. Madam Speaker, I rise today to introduce the article, "Caribbean Call Centers Booming," published in New York CARIB News on September 19, 2007. The piece notes that American corporations are increasingly setting up centers in the Caribbean, breathing new life into the region's workforce and diversifying its economy.

A drop in communication costs has ushered in newfound competition, willing the area's island nations to extend tax incentives in search of business—and it's working. For those economies with the smallest populations, it's made a world of positive difference, injecting droves of new workers and reducing rampant unemployment.

#### CARIBBEAN CALL CENTERS BOOMING

CASTRIES.—In a global search for low-cost customer service, AOL considered call centers in India and other hotspots—then settled on the tiny island of St. Lucia.

In choosing the Caribbean island, AOL, a unit of Time Warner Inc., joined other U.S. companies that have made the region a new global hub for call centers.

Plunging communication costs, workers who relate easily to American customers and the region's famed hospitality are attracting American corporations, boosting the work force in the "nearshore" service industry in the Caribbean.

Jamaica is one of the leaders with about 14,000 employees in the sector. In the Dominican Republic, 18,000 agents, many of them bilingual, are handling calls in English and Spanish. Call centers dedicated to customer service have also opened in Barbados, Trinidad, and Dominica.

According to Robert Goodwin, the AOL manager who chose a call centre in St. Lucia, the islands all seem to be really positive as opposed to the surly attitudes you have in some of the other places. AOL still uses call centers in India and elsewhere for technical support and other services—taking advantage of that country's large numbers of workers with technical and advanced degrees.

But the Caribbean is becoming increasingly competitive in the call centre industry, with island governments offering tax and other incentives to lure companies to their shores.

Jamaica, for example, granted call centers "free zone" status that allows owners to repatriate 100 percent of their earnings tax-free. The Caribbean has taken only a tiny share of the market from still-hot India and

the Philippines, but the impact is huge on islands with tiny populations. In Montego Bay, a resort area on Jamaica's north coast that accounts for about half the island's call centre jobs, developers have rapidly built thousands of concrete, single-family homes to accommodate the workers.

The industry owes much of its success to a telecommunications liberalization that began sweeping former British colonies in the Caribbean about six years ago. As new suppliers have challenged the monopoly of Britain-based Cable & Wireless PLC, lower prices allowed the region to compete.

The collections and call-centre firm KM2, which holds the AOL contract in St. Lucia, has opened a site in Barbados and, according to owner David Kreiss, the firm is looking to expand again as new telecoms install fiber optic cable.

The number of people working at Caribbean call centers has increased from 11,300 in 2002 to a current total of 55,000, with an annual economic impact of US\$2.5 billion. Large American companies including Verizon, AT&T, Delta Air Lines, AIG and Nortel have used Caribbean call centers, while often keeping operations in Asia or elsewhere. While much of the profits go to U.S.-owned operators, the islands welcome the business to diversify their economies and counter high unemployment.

#### RECOGNIZING EMERGENCY NURSES WEEK

#### HON. LOIS CAPPS

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mrs. CAPPS. Madam Speaker, I rise today to recognize October 7 through October 13 as Emergency Nurses Week.

As a nurse for over 40 years and the co-chair of the House Nursing Caucus, I have a longstanding commitment to the work nurses do and to highlight the impact they have on other important issues, such as homeland security preparedness efforts.

There are approximately 100,000 emergency nurses in the United States. Emergency nurses make a difference each day in peoples' lives, both within and beyond the traditional boundaries of the hospital emergency department. Working in areas such as critical care, research, technology, flight and ground transport and injury prevention, emergency nurses combine state-of-the-art skills with heartfelt compassion for those they serve.

Since 1989, the Emergency Nurses Association has celebrated the second Wednesday in October as Emergency Nurses Day, a day set aside to honor emergency nurses for their commitment to patient care. Starting in 2001, because 1 day is simply not enough to recognize all contributions made by emergency nurses, the Emergency Nurses Association expanded the celebration to devote an entire week to honoring emergency nursing.

This week is particularly important as evidenced by a survey conducted by the Emergency Nurses Association last year showing that 86 percent of emergency nurses had been victims of assault on the job at least once in the past 3 years. Nonetheless, a vast majority say they will continue to be emergency nurses in the years to come. This is a noble profession practiced by noble women and men and they deserve our recognition and thanks.

Emergency Nurses Day is Wednesday, October 10, and this year's theme, "Stepping into their lives when they need you the most" reflects the dedication of emergency nurses in the United States and around the world.

I would like to take this opportunity to commend the Emergency Nurses Association for its work to define the future of emergency nursing and emergency care. Founded in 1970, the Emergency Nurses Association serves as the voice of nearly 33,000 members and their patients.

Finally, Madam Speaker, I encourage all of our colleagues to help spread the word about the critical importance of nursing to our Nation's health care system. Also, I ask that my fellow colleagues join me and my cochair, Congressman STEVE LATOURETTE, in the work of the House Nursing Caucus.

I thank my colleagues for their attention to this important public health issue and again am pleased to recognize October 10 as Emergency Nurses Day and this week, October 7 through October 13, as Emergency Nurses Week.

#### SENIOR EXECUTIVE SERVICE DIVERSITY ASSURANCE ACT

#### HON. DANNY K. DAVIS

OF ILLINOIS

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mr. DAVIS of Illinois. Madam Speaker, I am pleased that Senator DANIEL AKAKA will be joining me today in introducing the Senior Executive Service Diversity Assurance Act. The act addresses the extremely important issue of diversity in the Senior Executive Service, SES. Senator AKAKA and I plan to continue our collaboration in the future, introducing additional legislation that will make a difference in the lives of Federal employees.

Our introduction of the Senior Executive Service Diversity Assurance Act would not have been possible without the hard work of the African American Federal Executives Association, the National Association of Hispanic Federal Executives, the Asian American Government Executives Network, Federally Employed Women, Blacks in Government, and the Senior Executive Association. I applaud them for not only raising the lack of diversity in the SES as an issue but for devoting their time and energy to work with our subcommittees to rectify it.

The lack of diversity in the SES has been a longstanding concern of mine. As a first step toward doing something about it, I asked the Government Accountability Office, GAO, to investigate the situation. GAO subsequently issued two reports—in 2001 and 2003. Both reports documented a poorly diversified SES. The 2003 report was entitled "Senior Executive Service: Enhanced Agency Efforts Needed To Improve Diversity as the Senior Corps Turns Over" (GAO-03-34). As the title suggests, this report revealed that while there will be a large amount of turnover in the SES in the years ahead due to retirements and attrition, it will not result in greater racial diversity. While there are numerous minorities in the pipeline ready to be promoted, to few are being given the opportunity to advance. Well, you might ask, why not, and what can be done about it?